GOVERNMENT OF INDIA
PERSONNEL,PUBLIC GRIEVANCES AND PENSIONS
LOK SABHA

UNSTARRED QUESTION NO:3519
ANSWERED ON:24.08.2011
GRIEVANCES REDRESSAL SYSTEM
Adhalrao Patil Shri Shivaji;Singh Shri Dushyant

Will the Minister of PERSONNEL,PUBLIC GRIEVANCES AND PENSIONS be pleased to state:

(a) whether the Government is aware that grievances redressal system in the country is poor and public service providers lack accountability;

(b) if so, the reaction of the Government thereto;

(c) whether the socio-economically weaker sections were most affected by corrupt practices in public services;

(d) if so, the concrete steps taken by the Government to check the corrupt practices among the public service providers; and

(e) the steps taken to make legislation and fix accountability of public service providers in this regard?

Answer

MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS AND MINISTER OF STATE IN THE PRIME MINISTER'S OFFICE (SHRI V. NARAYANASAMY)

(a): Grievances Redressal System in the country is not poor and public service providers do not lack accountability.

(b) : Does not arise.

(c) & (d) : Yes, Madam. The Government is fully alive and committed to implement its policy of "Zero Tolerance against Corruption" and is moving progressively to eradicate corruption from all spheres of life by improving transparency and accountability. Several steps have been taken to combat corruption and to improve the functioning of Government. These include enactment of Right to Information Act, 2005, Citizens' Charters with Service Delivery Standard and time lines, Robust Grievance Redress Mechanisms, introduction of e-Governance and simplification of procedures and systems, issue of comprehensive instructions on transparency in tendering and contracting process by the Central Vigilance Commission (CVC) and issue of instructions by the CVC to adopt Integrity Pact in major Government procurement activities.

(e) : Legislation on Right to Service is not under consideration of the Government. The measures enumerated in (c) & (d) above are aimed at time bound delivery of services and fixing accountability of public service provider.